

Introduction to Computers

Internet Webmail

Aligned with Certificate 1 in Information Technology



Presented by
Learn Local Mornington Peninsula Network

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Webmail

Online email or webmail is email that you access online through Internet Explorer or your web browser, rather than downloading it to your computer (like through Outlook or another email client). The advantage of webmail is that you can access your email anywhere as long as you have an internet connection, the major disadvantage is that you cannot access your email if you can't get access to the internet. Most webmail providers allow you to access their service from your web browser (Internet Explorer), and email client (Outlook) and from your mobile phone.

Webmail is available for free from a number of online providers Google search **[free email]** and you'll get 876 million results, or more. If you have an internet access account you may also receive free webmail through your internet provider.

Two most commonly encountered email addresses are Microsoft's @hotmail.com (now known as Windows Live Mail) and Google's @gmail.com. Both operate in more or less the same way. Set up as many email accounts as you desire, you may want one email address to give out to people you trust, and another email address to give to computers, web pages and other places you are likely to receive unsolicited mail from.

All online email is stored on an internet server somewhere in the world, you can usually store hundreds, if not thousands of email messages within your webmail inbox indefinitely. Even deleted messages are kept for at least 18 months for legal reasons (even if you delete the email and empty your trash). Email also has tracking information hidden within it, so the whole history of where an email has been and who has read it can be retrieved. Your email is protected by some sort of privacy policy, dependant on which provider you use as to how secure that privacy policy is. Police or investigators usually need search warrant to access email without your permission, but be careful what you say, as it may be used against you.

As for choosing which provider is right for you, it is a matter of both personal preference and is the email address you want available with that provider. For example emailaddress@hotmail.com may be taken, but emailaddress@gmail.com may not. Most free webmail services generate their revenue from advertising, so expect ads targeted at you based on your internet browsing habits.

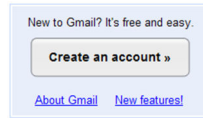
This manual describes how to use Gmail, Hotmail and webmail in general. There are some minor differences between the layout of the screen from one provider to another, but in general they all have the same functions and operate in the same fashion.

The sign up process for webmail can be slow and annoying, but be persistent and patient. Try and try again, make sure you write down your passwords and login name (or email address) exactly as you typed them in (ie: upper/lower cases, spaces, etc).

Gmail – Create an account



From the Google homepage click on the item **[Gmail]** in the black band at the top of the page.



In the bottom right corner of the screen click the **[Create an account]** button.

Get started with Gmail

First name:

Last name:

Desired Login Name: @gmail.com

Examples: JSmith, John.Smith

yourname is not available. [?] Here are some suggestions:

- ☐ yourname.name4
- ☐ yname302
- ☐ yn65409
- ☐ ynyourname3

Getting started involves choosing a username and password. This process is slow and annoying. Do not press the [ENTER] key, use [TAB] key or click the mouse to move between fields.

Enter your **[First name]** and **[Last name]** in the required fields, these will be used in your emails you send to people so be sensible. As will your **[Desired Login Name]**. This is the most important field as this will be your email address @ gmail.com for all time.

Click the **[check availability!]** button.

In the example shown above the email address **[yourname@gmail.com]** was not available, and Gmail suggested alternatives. Acceptable alternative Login Names would also possibly be; *your_name*, *your.name*, *yourmiddlename* or *yourname042175983* try and make your Login Name unique to you but also easy to remember. You may not be able to get *uniquename@gmail.com* and *uniquename@gmail.com* without getting creative with your name as well.

You may also be asked for your date of birth. There is a minimum age requirement to have a Gmail account.

Gmail - Passwords

Choose a password: [Password strength:](#)
Minimum of 8 characters in length.

Re-enter password:

☒ Stay signed in
☒ Enable Web History [Learn More](#)

Security question:
If you forget your password we will ask for the answer to your security question. [Learn More](#)

Answer:

Recovery email:

Click on the **[Password strength:]** link for tips on choosing a password. Typically the harder to remember you make your password the harder it will be for other people (or computer programs) to guess.

Make a list of your passwords, on paper, your phone, even on the computer, do it now and keep it secure and do not lose your password.

If you are using a public computer, or a computer shared with other users, you may wish to remove the tick beside **[Stay signed in]** by giving the tick a click.

Security question:
 Choose a question ...
 What is the name of your best friend from childhood?
 What was the name of your first teacher?
 What is the name of your manager at your first job?
 What was your first phone number?
 What is your vehicle registration number?
 Write my own question

There is a password recovery process, you can choose a security question and an answer that only you are likely to know, but will never forget. Click **[Choose a question...]** and from the drop down menu click on a question or write your own. You will also need to enter


an answer.



[Recovery email:] If you do not have access to another email account, leave this field blank.

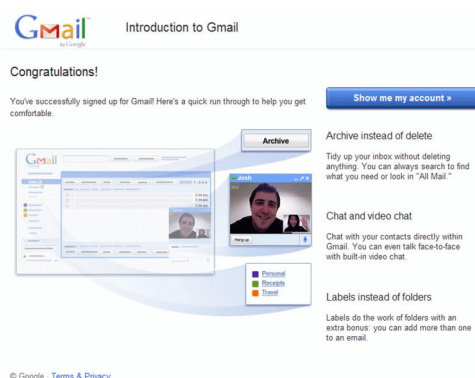
Word Verification: Type the characters you see in the picture below.




 Letters are not case-sensitive

The next, and possibly the most frustrating part of the process, is **[Word Verification:]** you need to decipher a string of letters (in this case **[digolowa]** I think) and enter them in the box to the left of the handicap logo (.

Do not click the  logo unless you already want to become confused and annoyed. The idea is the computer will attempt read the letters out to you using clear, computer synthesized, American accented voice. It usually will confuse and annoy you instead, do not click the  logo.



The next step is to agree to the **[Terms of service:]** by clicking the **[I accept. Create my account]** button near the bottom of the page.

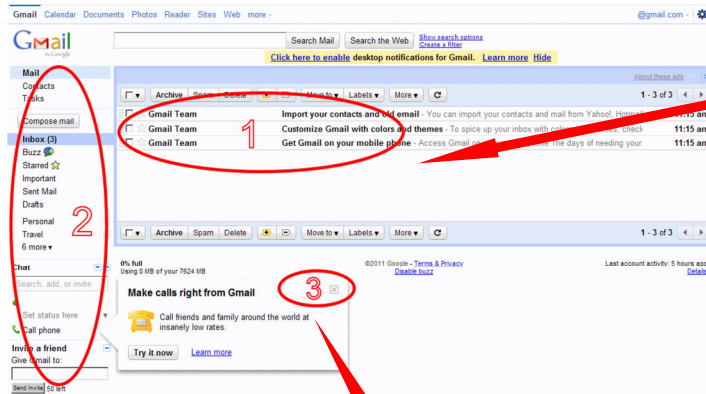
Quite often this process will fail for some reason or another, usually the **[Word Verification:]** will not agree with your interpretation. Or perhaps you didn't enter the same password twice. In any case, check every field you have entered carefully, re-enter your password and repeat as required, then have another guess at the **[Word Verification:]** click the **[I accept. Create my account]** button near the bottom of the page again

and hope for the best.

You will see something like this when you have successfully created your Gmail account.

Click on **[Show me my account>>]** button to access your Gmail.

Gmail - Inbox



Briefly this is what you get;

[Inbox], This is your email, click on an item to read it.

[Delete] and email from your **[Inbox]** by clicking the **[Delete]** button above or below the email list to move unwanted email to the **[Trash]** folder.

[Trash] folder contents will be removed from **[Trash]** and deleted permanently within a predetermined timeframe or upon your command.

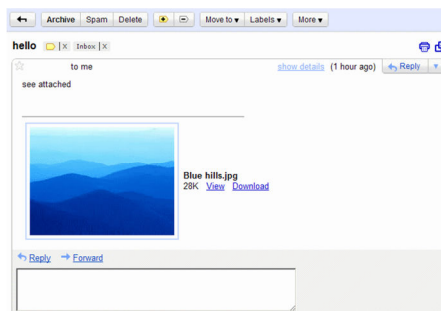
Side panel has other functions you may need, including the all important **[Compose mail]** button, **[Inbox]**, **[Sent Mail]**, **[Drafts]** and **[more]**; where you will find **[Junk]** and **[Trash]**.

To view messages in any of your folders listed on the side panel, just click on their name, and the messages within will be displayed.

This is an ad, you can close this one and there are others, don't get distracted.

Gmail – View message

If you've got mail, click on it to open and you should be presented with something like this.



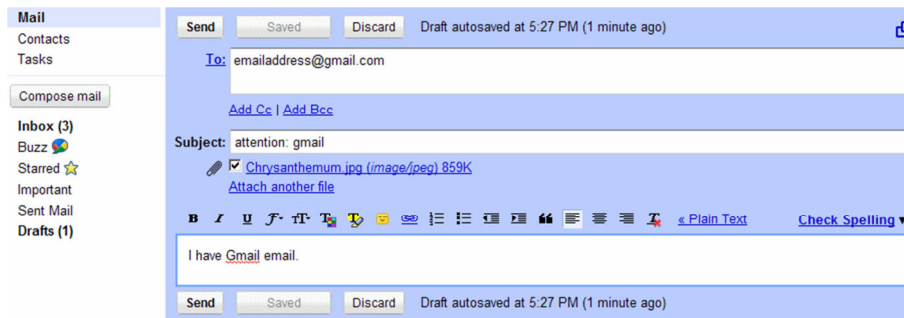
Read the message and admire the picture (if appropriate).

- **[View]** the attachment on a separate page.
- **[Download]** the attachment to your computer.
- **[Reply]** to the sender of the message.
- **[Reply]** usually does not resend original attachment(s).
- **[Forward]** the message on to other recipients.
- **[Forward]** does send all attachments.

To save an attachment in Hotmail the process is slightly different from Gmail, right click the attachment, then click **[Save As]**, choose a location like libraries or USB, enter a filename, then click **[Save]**.

Gmail – Compose mail

Click the **[Compose mail]** button



Enter the email address of the recipient in the **[To:]** box in this example **[emailaddress@gmail.com]**

Enter a brief description of your email in to the **[Subject:]** box

The body of the email is contained in the white box Located underneath the **[B/U]** bar; **[B/U]** ; enter some information into the body of the email even if it is just to say **[see attached]**.

Normal word processing options like **bold** and **font** are available, but if you want a fancy looking message use a word processor like Microsoft Office Word 2010 and attach it as a Word Document or a PDF document.

Check each component of your email;

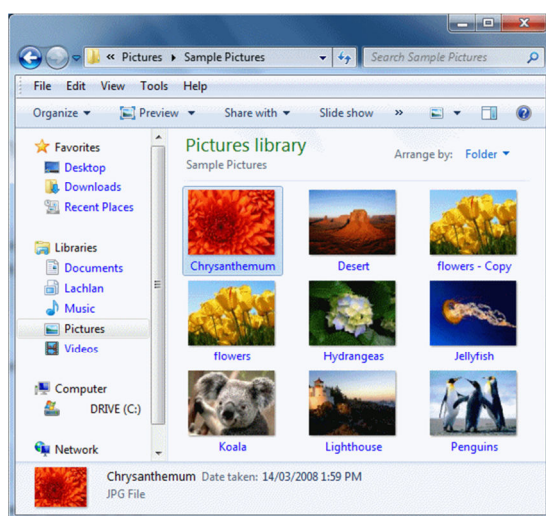
- Recipient's address
- Subject
- Body of email
- Attachments (if any)

Your email gets automatically saved to the **[Drafts]** folder from time to time until you send it. Then it moves to the **[Sent Mail]** folder.

Then click the **[Send]** button at the top or bottom of your message.

Your message should then move from the **[Drafts]** folder to the **[Sent Mail]** folder.

Attachments



Click the **[Attach]** or paper clip button **[]** to attach a picture or another document to your email.

You will presented with the file browser or **[Windows Explorer]**.

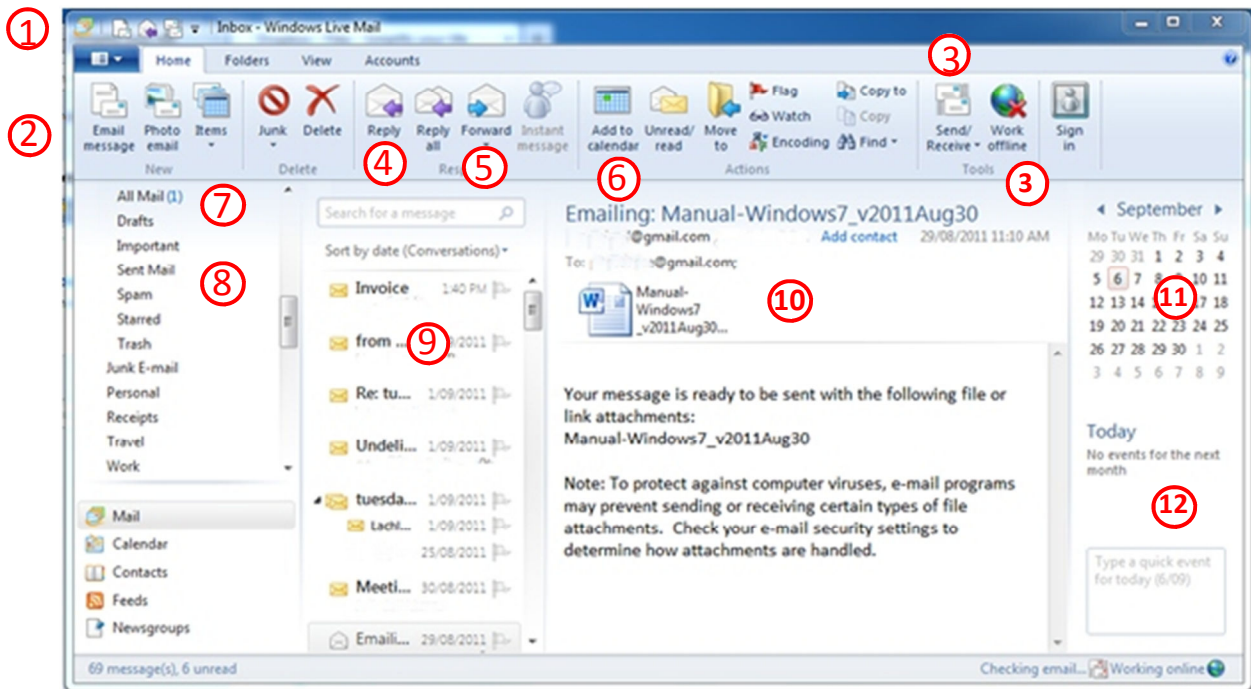
Find the file you want, perhaps one of the samples in the pictures library, then double click it.

The file will then begin to upload this may take some time, especially for video. There are better methods of sharing video.

You should notice your attachment's name and size displayed above the body of the email.

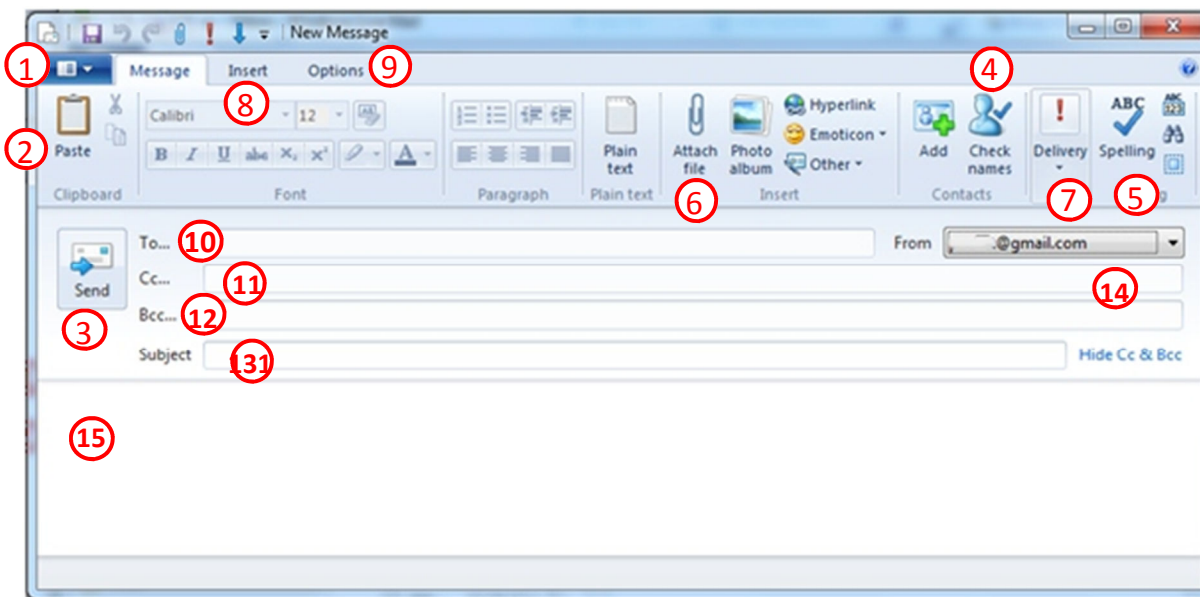
Take note of the size of the attachment usually displayed as (K) Kilobytes (Kb) or (M) Megabytes (Mb) this works out to something like (1000Kb = 1Mb). Try to keep your total attachment size as low as possible, it is preferable to send several smaller emails than one really large one. If your total size is under 5Mb it should be accessible by anyone with email access.

Windows Live Mail – Inbox



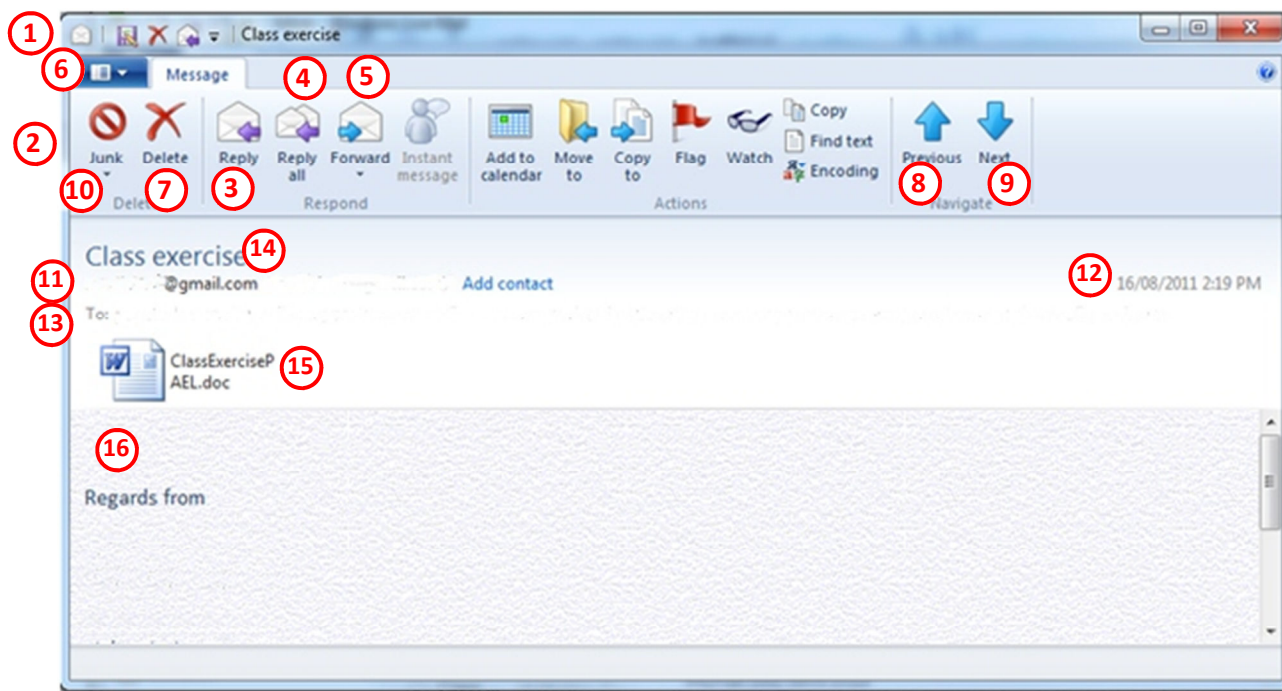
1. **Ribbon Tabs** – options of Home, Folders, View, Accounts
2. **Home Ribbon**
3. **Send/Receive** – icon to send and receive emails
4. **Reply** – to automatically reply to an email received
5. **Forward** – to send an email to someone not the sender
6. **Add to Calendar** - appointments, meetings, tasks, bookings
7. **Inbox**
8. **List of email folders** – Drafts, Sent Mail, Spam (Junk Mail), Trash (Deleted mail) ...
9. **List of emails received** – emails you have received. Highlighted in black – unread. Listed in grey – read mail.
10. **Preview of email selected** – click on a message in list to see a preview
11. **Calendar** - click on a date to view calendar activities for that day
12. **Preview list of events** – preview of activities for Today
13. **Work offline** – stops Windows Live Mail from attempting to connect to the Internet while you work.


Windows Live Mail – New Message



1. **Ribbon Tabs** - Message, Insert, Options
2. **Message Ribbon** – options
3. **Send button** – click to send your completed message.
4. **Check Names** – checks the name of the message's recipient against the names of your Address Book
5. **Spelling** – runs a spell-checking tool through your completed message.
6. **Attach file** – Use this to include ('attach') a file to your email, such as a word document or picture file.
7. **Delivery** – add a flag to your email to indicate it's important. Choose from High Importance, Low Importance or Read Receipt (return email to advise recipient has opened your email).
8. **Insert -> Signature** – applies a digital signature to the message, which allows the recipient to verify your identity
9. **Options -> Encrypt** – encodes your message so that it cannot be read while it is in transit to the recipient.
10. **To:** Enter the recipient's email address in this field.
11. **Cc ...** Carbon copy. Enter the addresses of additional recipients you would also like to receive a copy of the message
12. **Bcc ...** Blind carbon copy is entering addressing in a way that conceals multiple addresses from all the other recipients.
13. **Subject** Type a short description of what the message is about.
14. **Account From** Designate which account when you have more than one email address
15. **Message Space** Type your message in this space.

Windows Live Mail - Received message window



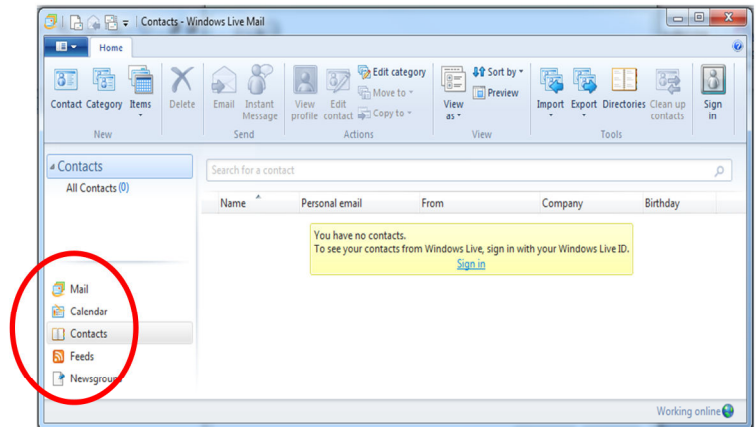
1. **Message title bar** quick launch icons and title of message
2. **Ribbon** - Message options,
3. **Reply** – Opens a new message window with the sender's name automatically appearing in the To field
4. **Reply all** - As for Reply but also replies to any people who were initially included as carbon copy (Cc) recipients of the original message
5. **Forward** – Opens a new email message window with the original message and attachments included. The To field will be left blank so you can choose who to forward the message on to.
6. **Print** – click on the drop down arrow  and choose **Print** to print the message
7. **Delete** – removes the message from its current folder and moves it to the Trash folder
8. **Previous** – opens the previous message of the folder you are currently in.
9. **Next** – opens the next message of the folder you are currently in.
10. **Junk** – where all mail designated as Junk are stored before sending to Trash
11. **From** – displays the name of the person who sent the message
12. **Date** – displays the date the message was sent
13. **To** – displays the address(es) of the recipient(s), usually including you!
14. **Subject** – displays the topic of the message
15. **Attach** – displays the name of any files included with the email.
16. **Message** – displays the text of the message

Windows Live Mail - Folders

Mail – a view of all emails received.

Calendar – store all appointments, tasks, etc

Contacts – store all contact details like postal addresses, phone numbers, email addresses, company names, job titles, etc.



Windows Live Mail - To add a new Contact

1. Click on the **Contacts** folder
2. Fill in the details you require in **Quick add, Contact, Personal, Work, etc**
3. Click on **Add contact**
4. This information can be retrieved at any time from your **Contacts** folder.

The 'Add a Contact' dialog box is shown. On the left, there's a 'Quick add' section with a list of categories: Contact, Personal, Work, IM, Notes, and IDs. The 'Contact' category is selected. The main area of the dialog contains several input fields: 'First name', 'Last name', 'Personal email', 'Home phone', and 'Company'. At the bottom right, there are two buttons: 'Add contact' and 'Cancel'.

Email etiquette (Netiquette)

While sending emails and newsgroup messages is similar to sending letters, there are some protocols that should be observed.

- Spelling, grammar and punctuation are just as important in an email as in letter writing or a phone conversation. Avoid 'texting or SMS' shortcuts like gr8 (great) or ur (You're). Be polite and respect the person or people you are emailing, it is very easy to abuse or insult someone via email, just because you can't see them and are not likely to ever meet them does not mean you can show them any less respect than anyone else.
- Using all capital letters is like SHOUTING in real life. Don't do it unless there's a very good reason! Emails cannot capture your tone of voice, sense of humour or wry laughter. Check your email to ensure that what you've said won't be misunderstood. You can express emotions with simple symbols like ☺ or ;) but you should avoid this sort of thing in a formal email, like a job application for example.
- It is okay to send your mates personal messages, jokes or funny pictures via email, but be careful about using your work email for this purpose, most employers frown upon using business email for private purposes, they may even monitor your workplace email usage.
- Emails are great for sending on funny pictures and files to your friends – but check the size of the attachment before you send them. Sending large attachments/emails can cause your computer and your recipient's computer to slow down and it may take a long time for it to upload through the internet and download to the recipient's computer. If you have to send a large email then it is best to check with the recipients first so that they know why their computer is so slow.
- If you are emailing to multiple recipients, typing their addresses in the Bcc (instead of To or Cc) will mean that the recipients will not see each other's email addresses at the top of your message. Privacy of individual's information is highly prized these days. People don't like to share their information with anyone they don't know.
- If you are forwarding on an email be aware that the full history of whom it has been sent to in the past (with the exception of Bcc recipients) is also forwarded on. You may wish to copy and paste the content of the email to a new message to avoid this.

Malicious Attachments

When receiving email with attachments think about who sent the message and what the attachment may contain before opening it. It is possible to receive a computer virus or other malicious software through an email attachment. It is always good practice to have antivirus software that is capable of checking your email. Always be careful before opening any attachments, ensure that you trust the person who sent the email, and if in doubt don't open it. Some email systems do not allow the sending of these types of files as attachments due to the risk involved.

Some attachments that could possibly cause harm to your computer include '.exe' or application files, '.bat' or script files, '.zip' or archive files even a word document can have macros included in it that could be considered malicious amongst others. Safe attachments include PDF files, pictures, sound and video files.

Spam/Junk Mail

Spam is unsolicited email sent by unknown senders. Rule of thumb – if you are in any doubt about the sender, just delete the email. Send to **Trash** or add to **Junk** emails from now on. Always check your Junk emails before deleting in case a legitimate email has been inadvertently sent there. Then delete all.

To avoid receiving unsolicited emails, you need to be very careful with your email address. Any time you type your email address into a website to sign up for newsletters, special deals or other features, you may be opening yourself up to spam. Before you give your email to any business or website, check its privacy policy. Do not reply to spam emails in any way or click on their 'remove from mailing list' or 'unsubscribe' links. This will confirm that your email address is active and that you are a 'live' target.